



## UNITED STATES DEPARTMENT OF EDUCATION

### Federal Student Aid

**TO:** Secretary Rod Paige  
U.S. Secretary of Education

**FROM:** Terri Shaw  
Chief Operating Officer

**RE:** FSA Weekly Report

**DATE:** January 26, 2004

### **THE WEEK AHEAD**

**Michigan Student Financial Aid Association Conference:** On January 26, FSA representatives will present at the Michigan Student Financial Aid Association Conference in Pontiac, MI.

**Collections Group Pre-Solicitation Conference, Atlanta, GA:** FSA is conducting a competitive bid for new Private Collection Agency task orders. On January 27, FSA will host a Pre-Solicitation Conference for approximately 60 prospective vendors and 140 collection agency representatives. FSA's Collections Group is seeking information on how to best structure the acquisition to ensure that they select businesses that excel in performing collection services.

**Ohio Vocational Schools:** On January 27, FSA representatives will participate in a workshop for superintendents and treasurers of vocational schools. This group represents CEO's/CFO's at over 40 vocational schools located in the state of Ohio. The workshop is designed to discuss issues related to administrative capability and financial management of the Title IV Student Financial Assistance Programs.

**Make A Difference Youth Foundation:** On January 31, a member of the Chicago Case Team will conduct a FAFSA Workshop for the Make A Difference Youth Foundation in Chicago. The workshop is designed to introduce students and their families to the postsecondary education and the financial aid processes.

### **FSA IN THE FIELD**

**Boys and Girls Club of Atlanta:** On January 12, 2004, FSA representatives conducted a financial aid workshop at the Boys and Girls Club of Atlanta.

**Martin Luther King Jr. HBCU College Fair:** From January 16-17, FSA representatives made presentations on applying for federal financial assistance at the 5th Annual Martin Luther King Jr. HBCU College Fair in Chicago, Illinois. The event was co-sponsored by the Chicago Public Schools and Trinity Church of Christ. The fair was designed to introduce Chicago Public High School students and their families to the postsecondary education and the financial aid process.

**Student Aid on the Web:** For the week ending January 17, *Student Aid on the Web* recorded 348,121 visits, 6,413,105 hits and 719,467 page views. For the same period one year ago, our site recorded 38,738 visits, 1,261,588 hits and 132,884 page views. This represents increases of 798.7%, 408.3% and 441.1% respectively.

Through January 17, My FSA, the *Student Aid on the Web* feature that offers students and their families a single source of *free* information on choosing a career, selecting a college and identifying resources to pay for higher education, has recorded a total of 17,770 new accounts.

**Customer Service Call Center Statistics:** For the week ending January 17, the Customer Service Call Center received 398 inquiries, posted eight items to FSA Tech and posted 17 items to IFAP.

**Information for Financial Aid Professionals (IFAP.gov) Website Usage:** For the week ending January 17, [www.ifap.ed.gov](http://www.ifap.ed.gov) received 78,427 visits and 2.4 million hits.

**Schools Portal Usage:** For the week ending January 17, [www.fsa4schools.ed.gov](http://www.fsa4schools.ed.gov) received 14,333 visits and 1.3 million hits.

**Financial Partners Portal:** For the week ending on January 16, 2004, the portal received 56,016 hits and 2592 visits.

### **OPERATIONAL METRICS**

**Application Activities through January 18, 2004:** The Central Processing System (CPS) has processed 306,151 applications for the 2004-2005 cycle, an 8.3% increase over the 2003-2004 cycle.

**Program Disbursements:** Through the week ending January 17, annual Pell and Direct Loan disbursements reached \$11.6 billion and \$11.4 billion respectively for the 2002-2003 academic year and \$7.8 billion and \$8.0 billion respectively for the 2003-2004 academic year. Through the week ending January 20, annual FFEL disbursements reached \$29.2 billion for the 2002-2003 academic year and \$13.9 billion for the 2003-2004 academic year. Through December, annual Direct Consolidation Loan disbursements reached \$1.74 billion.

**Total Default Recoveries:** Through January 16, total FSA Default Recoveries for FY04 reached \$393.1million, an increase of 20% from this time last year. Total non-consolidation recoveries reached \$333.5 million, an increase of 43%. Combined Recoveries from our private collection agency efforts have reached \$327.7 million, up 21% over the same period in FY03.

**1-800-4-FED-AID through January 17, 2004:** Year to date, the Federal Student Aid Information Center (FSAIC) has received 448,679 calls, a 11.7% decrease over last year. Service levels have increased with 98.8% of calls completed, a 0.3% decrease over last year and the average speed to answer reduced by 33.4% over last year to 7.3 seconds.

**Direct Loan Servicing Call Center Phone Activity through January 16, 2004:** Year-to-date, the Direct Loan Servicing Centers received 266,967 calls to the Interactive Voice Response System, a decrease of 8.35 % over 2003. Of those calls received, Borrower Services representatives handled 230,281, a decrease of 7.64 % over 2003. The average speed of answer was 1.63 seconds, a decrease of 60.25 % over 2003. The resolve rate for the Voice Response System was 23.77 %, a decrease of 2.04 % over 2003. The Abandoned Call Rate was 0.06%, a decrease of 60.53 % over 2003.

**Direct Loan Delinquency Summary:** The Direct Loan portfolio delinquency rate for December 2003 was 10.88%, an increase of .73% from November 2003 and a decrease of 2.26% from December 2002.

### **KEY ISSUES**

**Settlement Agreement reached with the Student Loan Fund of Idaho, Inc.:** On January 16, Student Loan Fund of Idaho, Inc, the Idaho Guarantee Agency, transferred \$6.2 Million to the Department of Education in accordance with a court settlement.

**Enterprise Architecture/Working with ED:** FSA CIO is working with the Department to create an Enterprise-wide architecture. A draft document entitled "Managing the ED Enterprise Architecture" was distributed. FSA CIO will continue to work with the team to ensure a cohesive strategy is created.

### **ON THE HORIZON**

**Presentations at Regional and State Financial Aid Administrator Conferences:** FSA representatives will be making presentations at the following state financial aid administrator conferences in the coming weeks:

February 2-3	Oregon Association of Student Financial Aid Administrators Conference
February 9	Southern Association of Collegiate Registrars and Admissions Officers Conference
February 15-19	Southern Association of Student Financial Aid Administrators Annual Conference
February 22-24	Pacific Islands Financial Aid Association Annual Conference

**Chicago College Financial Aid Fair:** On February 7, FSA representatives will participate in the 4th Annual College Financial Aid Fair in Chicago, IL. This event is sponsored by the Chicago Public Schools and is designed to introduce Chicago Public High School students to the postsecondary education and the financial aid process.

**College Goal Sunday:** On February 8, FSA representatives will serve as site coordinators for College Goal Sunday, a yearly event spearheaded by the Kansas Association of Financial Aid

Weekly Report to Secretary Paige  
January 26, 2004

Administrators (KASFAA). Students planning to attend college in the Fall of 2004 will receive assistance in completing the FAFSAs and general information about the financial aid process.

**Coalition of African American Professional and Community Organizations:** On February 13, 2004, FSA representatives will present to the Coalition of African American Professional and Community Organizations at the 4<sup>th</sup> Annual Career Expo and College Fair.

**National Council of Higher Education Loan Programs (NCHELP):** From March 14 – 17, FSA representatives will make presentations on debt management at the NCHELP Conference in Myrtle Beach, South Carolina.

**CONTACT INFORMATION**

Please contact Chris Greene at 377-4003 with any questions.